



# Manage Your Library Account

1. Click **My Account**.

2. Enter your *barcode* number and *password*.

The barcode is on the back of your library card. Begin with the zero and omit spaces. Passwords are case sensitive.

**If you forget your password, we'll email it to you.**

Change your contact information and notification preference.

Activate your *Reading History*.

Check your card expiration date.

See your *Saved Title Lists*.

View and renew your checked out items.

View your fines - pay electronically with a credit card.

Fines are not calculated until an item is returned.

View what you've checked out in the past.

Manage your *Saved Searches*.

*Log out* of public computers!!

- Where are you in line for a hold?
- What's ready to pick up?
- Suspend or cancel hold requests.

*Suspending holds allows you to go on vacation and keep your place in line.*

## Why won't the catalog let me renew?

- Someone else has requested the item.
- You have reached the maximum number of renewals.
- It's time to renew your library card. All cards must be renewed in person.
- You have a long overdue item.
- You owe \$10 or more on your Library account.

# Send a text message containing a call number to a mobile device

1. Find the item you want.

2. Click **Where is it?**

3. Click the phone icon to send the title and call number to your mobile phone or device.

Why is this helpful? It saves time and paper!

<a href="#">Where is it?</a> <a href="#">Details</a> <a href="#">Place Hold Request</a>		
Item Availability		
Call Number	Shelf Location	Status
 <a href="#">Downtown Library</a> (1 of 1 available)		
 <a href="#">Nonfiction</a>		
 941.084092 LOGUE 2010	2nd Floor	In

# Find New Materials in the Catalog

## How can I see the new DVDs the library will be getting?

1. Type "dvd  
**videorecording**" into the  
keyword box. (Be sure to  
type the quote marks, too.)

2. Search by *Title*  
3. Limit by *DVD*  
4. Sort by *Publication Date*

**CLUE!**  
**What does available copies  
0 (of 0) mean?**

After the library orders a title,  
there is a brief record in the  
catalog which says no copies  
at this time, but you can still  
place hold requests.

A recent publication date is  
another clue that this item is  
most likely a new purchase.

The screenshot shows the Downtown Library catalog interface. The search bar contains "dvd videorecording" with a "Go!" button. Below the search bar, the search criteria are displayed: "Search by: Title", "Limit by: DVD & VHS", "Sort by: Publication date", and "Display: 10 results per page". There are links for "Save Search" and "Open Search Options". The search results show "Matches: 703" and "Displaying titles 1 - 10". The first result is "1. Babaji's sanatan dharma (DVD) [videorecording]". It includes a "Write a review" link, a "2011" publication date, and a description: "Publisher, Date: [United States] : Lightworks Audio & Video, 2011. Description: 1 videodisc (ca. 43 min.) : sd., col. ; 4 3/4 in." Below the description, it says "Available copies at all branches: 0 (of 0) Current Holds: 0". There are links for "Where is it?", "Details", and "Place Hold Request".

## How can I get a list of new titles added to the catalog?

Look for the *New  
Titles* box.

Click on any link to  
see new items.

You can also save  
links to your RSS feed  
reader.

The screenshot shows the Eugene Public Library catalog interface. The search bar contains "dvd videorecording" with a "Go!" button. Below the search bar, the search criteria are displayed: "Search by: Any Field", "Limit by: All Types of Materials", "Sort by: Most popular", and "Display: 10 results per page". There is a link for "Open Search Options". The search results show "Keyword Searching" with four steps: 1. Type a word or words in the Keyword search for box. 2. Select a field in the Search by box. 3. To focus your search, select an option in the Limit by box. 4. Click Go. The search results show all the titles that matched your search. There is a link for "More information about searching and search results: Click Help on the menu bar." On the left side, there is a "New Titles" box with links for "New Books", "New Videos", "New Sound Recordings", and "New Large Print". There is also a link for "What's RSS?".

# Suspend or Cancel a Hold Request

How do I temporarily suspend an active request during a time period when I'll be out of town?

1. Log into **My Account** with your library card number and password.

2. Click **Requests**.

3. Click the boxes next to your active hold requests.

4. Click **Suspend/Reactivate Selected**.

**Downtown Library**

Library Home Search My Account Help

My Record Items Out Requests Fines & Fees Reading History Saved Searches Log Out

Name: AS, DISPLAY  
Barcode: \*\*\*\*\*5008  
Registered at: Downtown Library  
Patron code: Work  
Date of original registration: 7/13/2004  
Expiration date: 12/17/2014

0 New messages  
0 Read messages  
0 items checked out  
1 hold requests

	Title	Pickup Library	Status	Hold Position
<input checked="" type="checkbox"/>	The adventures of Milo and Otis [videorecording]	Downtown Library	Active (since 9/6/2011)	1 of 1

Cancel Selected Cancel All Suspend/Reactivate Selected Suspend/Reactivate All

5. Enter a *New Activation Date* for your hold then click **Submit**.

Inactive requests can be reactivated in the same way.

**Downtown Library**

Library Home Search My Account Help

Items Out Requests Fines & Fees Reading History Saved Searches Log Out

**Suspend/Reactivate Hold Requests**

New Activation Date: 12/12/12 (ex: mm/dd/yy)

Note: Enter today's date to reactivate requests.

Submit Back

Title	Pickup Library	Status	Hold Position
The adventures of Milo and Otis [videorecording]	Downtown Library	Active (since 9/6/2011)	1 of 1

## CLUE! WHAT DOES THE HOLD STATUS MEAN?

**Active:** The item is checked out, and the number on the right indicates where you are on the waiting list.

**Held:** The item should be on the self-service holds shelf ready for pick-up. Note: If a hold request is in Held status, it is too late to cancel the hold. It must be checked out in order to avoid a re-shelving fee.

**Pending:** The item is checked in and staff are looking for it.

**Transferred:** The item is being moved to the location specified for pick-up.

**Expired:** It has been more than two years since the request was placed.

**In-transit:** The item is being moved from one branch to another, and there are no holds to satisfy.

# Saved Searches

## How can I be notified when the library gets a specific item?

### You can also create saved searches to...

Be notified when your favorite musician releases a new CD.

Be notified when Stephen King writes another novel.

Run a search you do frequently without having to recreate it.

After creating a Saved Search, you will only be notified of new titles – not the titles we already have.

**1. Search by *Keyword* for the item you want. Click **Go!****

**2. Click **Save Search**.**

You might be asked to log in at this point if you are not already logged in.

It's okay if you get this message: *No titles found*.

**3. Give your search a name – this is required (e.g., title of the item, author's name, etc).**

A note is optional.

**4. Enter your e-mail address so you can be notified.**

**-IMPORTANT-** This email is only a notification that the library now owns this item – you must then place a hold request yourself!

**5. Uncheck this box so you will only receive e-mail if something has been added.**

**6. Remember to save your search!**

**Manage your Saved Searches here.**

You can manually run your Saved Search at any time by clicking the green arrow. Click the red X to delete your Saved Search after you get what you need.

# Saved Title Lists

## How can I create new lists and add titles to saved lists?

1. Log in to your account to see your *Saved Title Lists*.  
Click **Create new saved list**

2. Give your new list a name and click **Create List**.

3. Search the catalog for items to add to your list.  
Click **Add to List** and then select a list.

Clue! The *Working List* is not saved once you log out. Be sure to save the titles to another list.

4. Click **My Lists** to manage your lists. From here you can delete, print or e-mail a list; create a new list; move and copy items to other lists; and delete items from lists.

# Update your Account and Password

- Change your e-mail or phone number
- Opt in or out of text message notification
- Opt in or out of saving your reading history
- Change your password

Log in and click **My Record**. From here you can change your **Contact Information and Preferences** or your **password**.

The screenshot shows the Eugene Public Library website's 'My Record' page. At the top, there is a navigation bar with links: 'Library Home' and 'Search'. Below this is a secondary navigation bar with links: 'My Record', 'Items Out', 'Requests', 'Fines & Fees', and 'Reading History'. The 'My Record' link is highlighted. The main content area displays the following information:

<b>Name:</b>	AS, DISPLAY
<b>Barcode:</b>	*****5008
Registered at:	Downtown Library
Patron code:	Work
Date of original registration:	7/13/2004
Expiration date:	12/17/2014
Last activity date:	12/22/2011

Below the information, there are two expandable sections:

- Contact Information and Preferences** (indicated by a downward arrow)
- Change Password** (indicated by a downward arrow)

Two callout boxes provide additional instructions:

- A callout box points to the 'My Record' link in the navigation bar, stating: 'Log in and click **My Record**. From here you can change your **Contact Information and Preferences** or your **password**.'
- A callout box points to the 'Contact Information and Preferences' and 'Change Password' sections, stating: 'Click either link to update your account information.'